IBM System Storage DS-RSM Model RS2 designed with enhanced processor and memory technology for increased service and support capability

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At a glance

IBM® System Storage DS® Remote Support Manager for Storage (DS-RSM) Model RS2 is designed to manage and analyze alert notifications with accuracy, efficiency, and cost-effectiveness. DS-RSM Model RS2 replaces the DS-RSM Model RS1 (1818-RS1) and has the following characteristics:

- Is enhanced with a processor and memory technology upgrade in comparison to the Model RS1
- Designed to provide fast response time to alerts
- Offers detailed information on each alert for error analysis
- Designed to manage up to 50 DS5000/DS4000/DS3000 storage systems per implementation
- Sends logs and status information along with the alert to IBM for problem resolution
- Enables the IBM service support center to dispatch inquiries to determine problem and speed problem resolution

For additional information on the DS-RSM, visit

http://www-03.ibm.com/systems/storage/disk/rsm/index.html

Overview

DS-RSM is designed to help manage problem reporting and analyze alert notifications for IBM's midrange disk storage subsystems. The DS-RSM Model RS2 (1818-RS2) contains more advanced processor and memory technology for enhanced processing capabilities. The DS-RSM Model RS2 can attach to the LAN and
collects alerts from IBM midrange disk systems within the data center and expedite forwarding of the alerts to an IBM service support center.

Additionally, the DS-RSM Model RS2 is designed to enable:

- IBM to establish communication with the attached supported storage systems
- Faster response time on processing alerts
- The ability to transfer detailed information to assist error analysis
- Enhanced problem resolution

The DS-RSM can help improve and facilitate service and support for DS5000 series disk storage system. Additionally, IBM recommends that each data center with a DS5000 employed, install at least one DS-RSM that will be operational with all of the DS5000/DS4000/DS3000 controllers located at the site. Each DS-RSM unit has the capability to manage up to 50 DS5000/DS4000/DS3000 storage systems.

**Key prerequisites**

- DS-RSM is compatible with the following System Storage™ midrange disk systems:
  - DS3000 series
  - DS4000™ series
  - DS5000 series
- IBM recommends that data centers with DS5000 series employed, install a minimum of one DS-RSM to be operational with all DS5000/DS4000/DS3000 controllers at the site.
- Refer to the Limitations section for additional details on DS-RSM setup and customer facility requirements.

**Planned availability date**

September 4, 2009

**Description**

The DS-RSM Model RS2 (1818-RS2) is designed to manage problem reporting and help analyze alert notifications for IBM System Storage DS5000/DS4000/DS3000 disk systems.

The DS-RSM Model RS2 in comparison with the Model RS1, has been enhanced with a processor and memory technology upgrade for improved processing capabilities. It contains an Intel® Nehalem Quad-Core processor and improved RAM memory technology.

The DS-RSM delivers a rack-mount server in a 1U enclosure containing dual power supplies, SUSE Linux® Enterprise Server (SLES) operating system, RSM code, RSM installation CD, RSM documentation, rack mounting rails, and rack power cords.

DS-RSM is designed to provide customers an integrated solution that manages and analyzes alert notifications. The DS-RSM provides hardware and software that facilitates a timely response to alerts by sending logs and status to IBM. Each DS-RSM unit has the capability to manage up to 50 System Storage DS5000/DS4000/DS3000 disk systems.

DS-RSM attaches to the LAN to collect alerts from storage systems within the data center and to expedite forwarding alerts to IBM at the onset of problem reports. Additionally, the DS-RSM is designed to facilitate IBM to establish communication with the attached supported storage system, to allow faster response time on
processing alerts, to transfer detailed information to help error analysis and accuracy, and to provide enhanced problem resolution.

The DS-RSM setup and customer facility requirements involve several important details. Specifically, the customer must select one of two approaches to allow IBM to gain remote access to the DS-RSM: either the **modem approach** or the **secure shell approach**. Refer to the Limitations section for additional details on other important customer facility requirements.

For the modem approach, customers may purchase an optional internal modem feature (#2512) for integration into the 1U server. The internal modem has been qualified for use in many countries, which are listed in the Limitations section. For other regions and countries where the internal modem has not been qualified, customers may desire to use an external modem that has been qualified and is supported by the 1U server for that region. For the secure shell approach, customers may choose to use the secure shell capability that is provided as part of the DS-RSM capability. Refer to the DS-RSM user documentation for more details.

The DS-RSM has two optional features available for ordering:

- **RS2 Keyboard/Video Display/Mouse** (#2510)
- **RS2 Internal Modem** (#2512)

The RS2 Keyboard, Video Display, Mouse (#2510) provides a 1U rack-mount, slide-out Keyboard, Video Display, Mouse assembly (KVM). A KVM is required to perform a number of actions during installation and setup of the DS Remote Support Manager as described in the DS-RSM user documentation. If the KVM feature (#2510) is not ordered, customers are required to provide a keyboard, video display, and mouse that are compatible with the 1U server. The server has an SVGA video signal output equipped with a female (D-shell) DE-15 connector. Mouse and keyboard connections to the server are available standard Universal Serial Bus (USB) ports.

The RS2 Internal Modem option (#2512) is available only at time of initial plant order of the DS-RSM and provides an internal modem installed in the 1U server enclosure. The internal modem is qualified in many countries. Refer to the Limitations section for details. For other regions not supported by the internal modem, the customer can provide an "external" modem that is supported by the 1U server for that region. The use of a modem is optional because customers also have the ability to use the secure shell method to allow IBM to gain remote access to the DS-RSM; however, customers must use either the modem approach or the secure shell approach to implement the DS-RSM.

**Accessibility by people with disabilities**

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on the product's accessibility compliance can be requested at


### Product number

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<td>RS2 Internal Modem</td>
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Publications

A CD-ROM containing the product documentation in portable document format (PDF) and a printed Quick Start Guide are shipped with the hardware product.

In addition, the most up-to-date product documentation is available and downloadable from the following DS5000 support site


Services

Global Technology Services

IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an On Demand Business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for IBM and many non-IBM offerings. IBM is your one-stop shop for IT support needs.

For details on available services, contact your IBM representative or visit

http://www.ibm.com/services/

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

http://www.ibm.com/services/continuity

For details on education offerings related to specific products, visit


Select your country, and then select the product as the category.

Technical information

Specified operating environment

Physical specifications

IBM System Storage DS Remote Support Manager for Storage Model RS2 (1818-RS2)

- Height: 43 mm (1.69 in)
- Width: 440 mm (17.3 in)
- Depth: 711 mm (28.0 in)
- Weight: 15.4 kg (34.0 lb)
**Operating environment**

**IBM System Storage DS Remote Support Manager Model RS2 (1818-RS2)**

Temperature (operating):

- 10 to 35 degrees C (50 to 95 degrees F) at 0 to 914 m (0-3,000 ft)

Relative humidity (operating):

- 8% to 80%

Relative humidity (storage):

- 5% to 80%

Electrical power (per power supply, system rating):

- Voltage range: 100-240 V ac
- Input kilovolt-amperes: 0.194 kVA - 0.700 kVA
- Frequency: 47/63 Hz

Heat dissipation:
- Minimum configuration (662 BTU per hour)
- Maximum configuration (2390 BTU per hour)

Noise level (normal operation): 6.8 bels

**Hardware requirements**

For a list of hardware requirements, refer to product documentation or visit

http://www-304.ibm.com/systems/support/supportsite.wss/allproducts?brandind=5000028&taskind=1@ui=gc

**Software requirements**

For a list of software requirements, refer to product documentation or visit


**Compatibility**

For compatibility information, refer to product documentation or visit


**Limitations**

**DS-RSM setup and customer facility requirements**

Users must select and deploy one of two approaches to allow IBM to gain remote access to the DS-RSM unit:

- Modem approach
  - If the user wants to use the modem approach for incoming connections, the user is required to supply a dedicated phone line for each installed DS-RSM to establish communication with IBM.
  - Users may purchase the RS2 Internal Modem option (#2512) in the approved countries listed below or may provide an external modem that is supported by the DS-RSM server for other regions.

- Secure shell approach
  - If the user wants to use the secure shell method to perform call home, the user is required to provide all of the necessary LAN connections, firewall port
mapping, or other IT accommodations to allow IBM to establish a secure shell
communication to the RSM machine.

Users are required to provide a LAN connection between the installed DS-RSM and
all midrange disk systems that will receive support.

Customers are required to provide a keyboard, video display, and mouse. This is a
requirement to perform specific actions during installation and setup of the DS-RSM.
These actions are described in the DS-RSM user documentation. Customers may
purchase the Keyboard/Video Display/Mouse feature (#2510) or provide a keyboard,
video display, and mouse compatible with the DS-RSM server. The 1U server has
an SVGA video output equipped with a female D-shell DE-15 connector. Mouse and
keyboard connections to the server are available via standard USB ports.

Users are required to have DS Storage Manager loaded on a management server
before the SSR (CE) arrives to install the DS-RSM server. Users must also complete
all other customer responsibilities before the SSR arrives to install the DS-RSM
server.

The RS2 Internal Modem option (#2512) is qualified for use in the following
countries:

Argentina, Australia, Bahrain, Bermuda, Bolivia, Brazil, Canada, Chile, China CCC,
China NALTE, Colombia, Costa Rica, Croatia, Ecuador, EEA+, Egypt, Guatemala,
Guyana, Hong Kong, Indonesia, Israel, Japan, Jordan, Kazakhstan, Kyrgyzstan,
Korea, Kuwait, Lebanon, Malaysia, Macau, Mexico, Morocco, New Zealand, Oman,
Panama, Pakistan, Peru, Philippines, Russia Telecom, Russia Safety, Saudi Arabia,
Singapore, South Africa, Sri Lanka, Suriname, Taiwan, Thailand, Turkey, UAE,
Ukraine, Uruguay, United States, Vietnam, and Venezuela.

1 EEA+ = Austria, Belgium, Bulgaria, Cyprus, Czech Rep., Denmark, Estonia,
Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein,
Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia,
Slovenia, Spain, Sweden, Switzerland, UK.

Overseas areas part of EU:

• Portugal: Azores and Madeira.
• Spain: Canarias.
• France: Guyane, Guadeloupe, Martinique, and Reunion.

USA includes U.S. Territories: Puerto Rico, U.S. Virgin Islands, Northern Mariana,
and Guam.

The RS2 Internal Modem feature (#2512) is shipped with a telephone cord equipped
with RJ11 adapters (IBM part number 42R5087). Users may need a telco adapter to
connect the phone cord to the wall jack used in their country or region. A source for
these adapters can be found by visiting

http://www.multitech.com/products/categories/accessories/adapters/

If users want to provide their own Keyboard/Video Display/Mouse (KVM), the KVM
must be compatible with the following DS-RSM server connections capability:

• The DS-RSM 1U server has two SVGA video ports, one located at the front of the
  chassis and one at the rear. The connectors are 15-pin D-shell (DE-15) female
  connectors (for use with a DE-15 three-row 15-pin male plug).
• USB-attached keyboard and mouse. The server has four USB ports, two ports on
  the rear and two on the back. The server has no PS/2-style connectors (that is,
  keyboard or mouse).

Planning information

You are responsible for downloading or obtaining from IBM, and installing designated
Machine Code (microcode, basic input/output system code (called BIOS), utility
programs, device drivers, and diagnostics delivered with an IBM machine) and other software updates in a timely manner from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides. You may request IBM to install Machine Code changes; however, you may be charged for that service.

Security, auditability, and control

This product uses the security and auditability features of the host hardware, software, and application software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings, for the efficient installation, implementation, or integration of this product.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

http://www.ibm.com/support/electronic

Terms and conditions

Volume orders: Contact your IBM representative.

Warranty period

One year
Warranty services

The System Storage DS Remote Support Manager for Storage (DS-RSM) is shipped with the Novell SUSE Linux Enterprise Server operating system preloaded. The installed DS-RSM applications are supported by IBM during the product's one-year warranty period.

The preloaded Novell SUSE Linux Enterprise Server operating system has a one-year basic subscription that allows access to product updates throughout this period and a 30-day trial of electronic standard support.

Extensions to the basic support for the Novell SUSE Linux operating system must be obtained from Novell and is available at


If required, IBM provides repair or exchange service depending on the types of warranty service specified for the machine. IBM will attempt to resolve your problem over the telephone, or electronically via an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. If applicable to your product, parts considered Customer Replaceable Units (CRUs) will be provided as part of the machine's standard warranty service.

Service levels are response-time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations. Additional charges may apply outside IBM's normal service area. Contact your local IBM representative or your reseller for country- and location-specific information. The products in this announcement are covered by the following types of service.

Customer Replaceable Unit Service and On-Site for other selected parts

IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM upon your request. CRUs are designated as being either a Tier 1 or a Tier 2 CRU.

Tier 1 CRU

Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.

Tier 2 CRU

You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge.

Based upon availability, CRUs will be shipped for next-business-day (NBD) delivery. IBM specifies, in the materials shipped with a replacement CRU, whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

The following parts have been designated as Tier 1 CRUs:

• None

On-site Service

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose.

Service level is:
24 hours per day, 7 days a week, 6-hour average, same-day response. Same-day service level includes the installation of Tier 1 CRUs at no additional charge.

**Warranty service upgrades**

During the warranty period, warranty service upgrades provide an enhanced level of On-site Service for an additional charge. Service levels are response-time objectives and are not guaranteed. See the Warranty services section for additional details.

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability.

**On-site Service**

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose. The following on-site response-time objectives are available as warranty service upgrades for your machine. Available offerings are:

- 24 hours per day, 7 days a week, 6-hour average, same-day response.
  - ESA and SSU customers: 2-hour coverage extension at no additional charge, 9 hours per day, Monday through Friday, excluding holidays, same-business-day response. Calls must be received by 12:00 local time in order to qualify for same-business-day response.

Customer Replaceable Units (CRUs) may be provided as part of the machine’s standard warranty CRU Service except that you may install a CRU yourself or request IBM installation, at no additional charge, under one of the On-site Service levels specified above. For additional information on the CRU Service, see the warranty information.

**Maintenance services**

If required, IBM provides repair or exchange service depending on the types of maintenance service specified for the machine. IBM will attempt to resolve your problem over the telephone or electronically, via an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response-time objectives and are not guaranteed. The specified level of maintenance service may not be available in all worldwide locations. Additional charges may apply outside IBM’s normal service area. Contact your local IBM representative or your reseller for country- and location-specific information. The following service selections are available as maintenance options for your machine type.

**On-site Service**

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose.

Service levels are:

- 9 hours per day, Monday through Friday, excluding public or national holidays, next-business-day response. Calls must be received by 15:00 local time in order to qualify for next-business-day response.
- 9 hours per day, Monday through Friday, excluding public or national holidays, same-business-day response. Calls must be received by 12:00 local time in order to qualify for same-business-day response.
• 18 hours per day, Monday through Saturday, excluding public or national holidays, same-business-day response. Calls must be received by 18:00 local time in order to qualify for same-business-day response.
• 24 hours per day, 7 days a week, 6 hour average, same-day response.
• ESA and SSU customers: 2-hour coverage extension at no additional charge, 9 hours per day, Monday through Friday, excluding holidays, next-business-day response. Calls must be received by 15:00 local time in order to qualify for next-business-day response.

or

• ESA and SSU customers: 2-hour coverage extension at no additional charge, 9 hours per day, Monday through Friday, excluding holidays, same-business-day response. Calls must be received by 12:00 local time in order to qualify for same-business-day response.

Customer Replaceable Unit (CRU) Service

If your problem can be resolved with a CRU (for example, keyboard, mouse, speaker, memory, or hard disk drive), and depending upon the maintenance service offerings in your geography, IBM will ship the CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM upon your request.

Based upon availability, CRUs will be shipped for next-business-day delivery. IBM specifies, in the materials shipped with a replacement CRU, whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

CRUs are designated as being either a Tier 1 or a Tier 2 CRU.

Tier 1 CRUs: Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.

For machines with On-site Same-day Response Service, IBM will replace a Tier 1 CRU part at your request, at no additional charge.

Tier 2 CRUs: You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge.

The following parts have been designated as Tier 1 CRUs:
• None

Service levels are:
• Customer Carry-in Repair, fourth-business-day turnaround time, 9 hours per day, Monday through Friday, excluding public or national holidays
• Courier Exchange, next-business-day on-site response time, latest call registration 15:00, 9 hours per day, Monday through Friday, excluding public or national holidays
• Customer On-site Exchange, next-business-day parts arrival time, call registration 15:00, 9 hours per day, Monday through Friday, excluding public or national holidays

Committed Services (CS) for Europe

For service options with a committed level of service or any other special service option, contact your local business representative.

Additional reference

Refer to the following:
• Announcement Letter ZS03-0150 for IBM Customer Agreement (ICA)
• Announcement Letter ZS04-0135 for Enterprise Agreement Contract
• Announcement Letter ZS98-0118 for ServiceSuite™ Contract
• European HW Operations Guide and Service Level Description Table available at http://www-5.ibm.com/services/europe/maintenance/

Usage plan machine
No

IBM hourly service rate classification
One

Maintenance service offerings
These machines are eligible under terms and conditions of the IBM ServiceSuite, the IBM Enterprise Service Agreement (ESA), or the IBM Maintenance Agreement. Consult your IBM representative for details.

When a type of service involves the exchange of a machine part, the replacement may not be new, but will be in good working order.

Field-installable features
Yes

Model conversions
No

Machine installation
The DS Remote Support Manager for Storage (DS-RSM) Model RS2 is classified as Customer Setup (CSU) and installation is performed by the user. The machine installation and user documentation specifies site preparation, physical requirements, operating environment, and any cabling included in the installation.

Graduated program license charges apply
No

Licensed machine code
IBM Machine Code is licensed for use by a customer on the IBM machine for which it was provided by IBM under the terms and conditions of the IBM License Agreement for Machine Code, to enable the machine to function in accordance with its specifications, and only for the capacity authorized by IBM and acquired by the customer. You can obtain the agreement at


IBM may release changes to the Machine Code. IBM plans to make the Machine Code changes available for download from the IBM System Storage technical support Web site


You may also obtain updated code by contacting your IBM representative.

If the machine does not function as warranted and your problem can be resolved through your application of downloadable Machine Code, you are responsible for downloading and installing these designated Machine Code changes as IBM specifies.
If you would prefer, you may request IBM to install downloadable Machine Code changes; however, you may be charged for that service.

**Europe Business Partner terms and conditions**

Category: The products are added to the discount categories A.

## Prices

For all local charges, contact your IBM representative.

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N = No  
Y = Yes  
N/C = No Charge

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## Announcement countries

All European, Middle Eastern, and African countries.

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http://www.ibm.com/planetwide/

**Corrections**

*(Corrected on November 10, 2009)*

The Limitations section was revised.